

Conversations on Rapid Rehousing



GWEN MCQUEENEY
DEPUTY DIRECTOR OF SHELTER AND RAPID
REHOUSING
NORTHERN VIRGINIA FAMILY SERVICE



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[illegible]

RRH is...

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Rapid Re-Housing (as defined by NAEH)

Rapid re-housing is an intervention designed to help individuals and families to **quickly exit homelessness** and **return to permanent housing**.

Rapid re-housing assistance is offered without preconditions (such as employment, income, absence of criminal record, or sobriety) and the resources and services provided are typically tailored to the unique needs of the household.

The Core Components of RRH

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- 1. Housing Identification**
- 2. Rent and Move-In Assistance (Financial)**
- 3. Rapid Re-housing Case Management and Services**

While a rapid re-housing program must have all three core components available, it is not required that a single entity provide all three services nor that a household utilize them all.

History

The Shelter Game

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- In 2009, NVFS merged with another organization which had a 60-bed shelter
- At that time, stays at the shelter ranged from 60 days up to 6 months
- Families would be discharged because they had “exhausted their stay”
- Upon leaving, it was unclear where they were going
- Clients left without any financial assistance or case management
- Many returned for services

Rapid Rehousing?

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- In 2012, our shelter program went from 60 beds to 92 beds, providing more space for larger families
- In 2012 NVFS strengthened its rapid rehousing program for the shelter
- What did that mean for our program?
 - Looked at our staffing structure
 - Shifted the focus of work from, “Stay here and let us fix all your problems,” to, “Let’s get you housed, link you to community resources to help overcome barriers and provide community case management”
 - Retooled all the forms



Forms:

Rapid Rehousing Contract

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Northern Virginia Family Service RAPID REHOUSING CONTRACT

This is a Rapid Rehousing Contract between _____ and Northern Virginia Family Service. SERVE Emergency Shelter, a program of Northern Virginia Family Service (NVFS), is dedicated to providing safe, short-term, time limited shelter for families and single adults.

The primary goal for all Clients of SERVE is to take specific action steps that will achieve housing as quickly as possible. This will be done through working towards goals developed with your Case Manager and outlined in your Housing Stabilization Plan. While this facility does not guarantee that every Client will leave into a permanent housing option, every Client has the opportunity to have a productive shelter stay. You are strongly encouraged to utilize all outside resources in order to accomplish this goal. **Should any resource offered to you be turned down, that will be taken into account and possibly affect your stay at SERVE.**

While the SERVE Rapid Rehousing program can provide you with the opportunity to accomplish your goals, this is a short term, time limited service. Staff at SERVE are here to support and encourage you along the way, and **ultimately it is your attitude and self-determination that will dictate what outcomes and successes are achieved.**

The following list includes expectations for clients to work towards while residing at SERVE, including but not limited to:

- Search for Housing options daily (affordable rentals, contact family, friends, shared housing).
- Meet with your assigned Case Manager as scheduled.
- Save and verify income/expenses (pay stubs, bank statements, and receipts of purchases).
- Search for and obtain employment (complete and submit job applications, resumes and cover letters etc).
- Apply for public benefits, community resources, and additional support services.
- Attend Life Skills classes or other vocational programs as assigned.
- Follow all Shelter rules and policies and constructively contribute to a positive Shelter community.

Your case will be reviewed by the SERVE Shelter Team and **your length of stay will be determined according to your actions and progress.**

In signing this document I acknowledge that this Rapid Rehousing Contract was verbally reviewed with me. **I understand that neither funding nor housing is guaranteed.** I have asked questions and received clarification of all materials in this document.

I agree to abide by its terms and understand that any violation made on my part subjects me to termination of residency from the SERVE shelter program.

Client Signature

Date

Staff Signature

Date

8/26/2015

Forms:

Homeless Certification Form

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HOMELESS CERTIFICATION FORM

Applicant Name and Unique Identifier: _____

Staff Member Name: _____

- ☐ Household without dependent children (complete one form for each adult in the household)
☐ Household with dependent children (complete one form for household)

Number of persons in the household: _____

This is to certify that the above named individual or household is currently homeless based on the check mark, other indicated information, and signature indicating their current living situation. Check the appropriate type of documentation used to verify homelessness and attach it to this worksheet.

Complete with information on the primary cause of homelessness

Homeless Status	Type of Eligible Documentation	Documentation Attached
<input type="checkbox"/> Persons living on the street or sleeping in a place not designed for or ordinary used as a regular sleeping accommodation	<ul style="list-style-type: none"> Signed and dated written certification by person seeking services Signed and dated written certification by an outreach worker 	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
<input type="checkbox"/> Persons living in a shelter designed to provide temporary living arrangements - congregate shelters - transitional housing - hotels/motels paid for by a charitable org. or gov't program	<ul style="list-style-type: none"> HMIS shelter /transitional housing record Written referral from previous shelter/transitional housing staff Written referral from charitable organization or gov't program 	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
<input type="checkbox"/> Persons exiting an institution where they resided for 90 days or less and was residing in a place not meant for human habitation immediately before entering institution	<ul style="list-style-type: none"> HMIS shelter /transitional housing record Written referral from previous emergency shelter stay Written referral from institution 	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
<input type="checkbox"/> Persons fleeing domestic violence	<ul style="list-style-type: none"> Written, signed and dated verification from the participant Written, signed and dated verification from the domestic violence service provider. 	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA

Last updated July, 2012



HOMELESS CERTIFICATION FORM

<input type="checkbox"/> Person will imminently lose primary nighttime residence within 14 days and meets both of the following circumstances: - No appropriate subsequent housing options have been identified - Household lacks the financial resources and support networks needed to obtain immediate housing or remain in its existing housing	<ul style="list-style-type: none"> Court order/eviction notice Eviction letter from tenant/homeowner (if living with another, i.e. doubled up) Letter from hotel/motel manager and cancelled checks to verify costs covered by the participant Documentation of efforts to divert from homelessness (contact with HPP or ESG provider) 	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
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Documentation of attempts to obtain third party verification (required): Third party verification is the preferred method of certifying homelessness or risk for homelessness for an individual who is applying for homeless assistance.

Self Declaration of Homelessness: Self declaration is only permitted when third party verification cannot be obtained.

Participant Signature: _____ Date: _____

Form Completed By: _____

Staff Signature: _____ Date: _____

Last updated July, 2012

8/26/2015

Forms :

Barrier Assessment Form

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Housing Barrier Assessment Tool

Client Name: _____ HMI # : _____
 Staff Completing: _____ Date: _____

	3	2	1	0	SCORE
HOUSING/RENTAL HISTORY	More than 1 eviction and/or 1 foreclosure	0-1 eviction	No housing history	No evictions	
	More than 1 negative reference	1 negative reference	No landlord references	1 or more landlord references	
	No rent or security deposit	Part rent / no security deposit	Full Rent/ Partial Security Deposit	Full security deposit and rent	
	Utility and rent arrearage	Rent arrearage	Utility arrearage	No utility or rent arrearage	
EDUCATION	Did not complete HS or GED	GED	High School Diploma	College Diploma	
	Cannot read, write, and speak in English	No training or equivalent	Currently enrolled in training program	Training certificate	
EMPLOYMENT	Extremely low income (20% AMI)	Very low income (50% AMI)	Low income (80% AMI)	Market rate income	
	No work history	Irregular work history	1 - 2 episodes of unemployment	Regular work history	
	Not employed	Less than 20 hrs. weekly or periodically	Part time: 20 to 35 hrs. weekly	Full time: 40 hrs. weekly	
DEBT / INCOME / FINANCES	Current debt in excess of \$3000 and bankruptcy	Debt of \$1500 to \$3000	Minimal debt \$0-\$1500	No debt	
	Not current with payments	Sending only minimum payment required	Regular with payments	No payments	
	More than 2 Judgments and/or Liens within last five years	2 Judgments or Liens within last three years	1 Judgement or Lien within last year	No Judgments or Liens	
CRIMINAL	Violent felonies	Nonviolent felonies	Misdemeanors	No criminal history	
	New charges/convictions	Convictions within 7 years	Conviction within 8 to 10 years	No new charges or convictions	
TRANSPORTATION	No transportation or means to transportation	Unreliable transportation	Means to reliable transportation (able to access bus)	Reliable Transportation (own vehicle/ convenient bus)	

Add scores and divide by 15 = case weight

High Barrier/Case Weight is 3

Moderate Barrier/Case Weight is 2

Low Barrier/Case Weight is 1


FY 2011 Income Limit Category	1 Person	2 Person	3 Person	4 Person	5 Person	6 Person	7 Person	8 Person
Very Low (50%) Income Limits	\$37,120	\$42,450	\$47,750	\$53,050	\$57,300	\$61,550	\$65,800	\$70,050
Extremely Low (30%) Income Limits	\$22,300	\$25,500	\$28,700	\$31,850	\$34,400	\$36,950	\$39,500	\$42,050
Low (20%) Income Limits	\$47,350	\$54,100	\$60,850	\$67,600	\$73,050	\$78,450	\$83,850	\$89,250

Worker's Notes - Include any information about the CL that would make this Housing Barrier Assessment Tool inaccurate, what barrier level should be assigned. THIS WILL BE REVIEWED AND CONSIDERED BY THE SUPERVISOR

Forms:

Housing Stabilization Plan

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NORTHERN VIRGINIA FAMILY SERVICE

HOUSING PROGRAM

Housing Stabilization Plan

Client Name: _____ Date: _____
Use one sheet for each Long Term Goal Statement. List the steps to reach the goal in chronological order, beginning with the first short term step. Target dates are the month and year when each step will begin and end. Steps and dates are optional.
This planning sheet is an: ☐ Original / Initial Goal in this service category OR ☐ Added Goal or Revised Goal as of: _____

PRIMARY GOAL: _____ Service Area: ☐ Educational ☐ Emotional ☐ Financial ☐ Medical ☐ Vocational

☐ Housing

Statement of concern or need: _____

Your Goal Statement: _____

Your strengths and social resources that will help you reach this goal include: _____

The case manager's referrals and/or suggested activities to support your efforts to reach this goal: _____

Short Term Goal Obtain Permanent Housing	Person(s) Responsible	Target Date to Begin mm/yyyy	Target Date To Complete mm/yyyy	N/A	Date completed
1. Meet with Housing Locator					
2. Conduct Market Based Research					
3. Save Money for a Deposit					
4. Assess Address Rental Barriers					
5. Assess Basics of Renting Life skills					
6. Other:					

SECONDARY GOALS (Check all that apply): _____ Service Area: ☐ Educational ☐ Emotional ☐ Financial ☐ Medical ☐ Vocational ☐ Housing

Statement of concern or need: _____

Your Goal Statement: _____

Your strengths and social resources that will help you reach this goal include: _____

The case manager's referrals and/or suggested activities to support your efforts to reach this goal: _____

Short Term Goal Stabilize Personal Finances	Person(s) Responsible	Target Date to Begin mm/yyyy	Target Date To Complete mm/yyyy	N/A	Date completed
1. Create and Follow Budget Worksheet					
2. Obtain or increase regular income (including applying for public assistance)					
3. Decrease Debt Know and Increase Credit Score					
4. Build Emergency Savings					
5. Assess Financial Life skills					
6. Other:					

Short Term Goal Obtain/ Strengthen Employment	Person(s) Responsible	Target Date to Begin mm/yyyy	Target Date To Complete mm/yyyy	N/A	Date completed
1. Acquire/Maintain Employment					
2. Attend Educational/Vocational Training					

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Break time: 10min

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**KEEP
CALM
AND
TAKE A
BREAK**

Discussion

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**KEEP
CALM**

AND

**ITS TIME FOR
QUESTIONS**

Retooling the System

The Structure

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Retooling the System Mindset

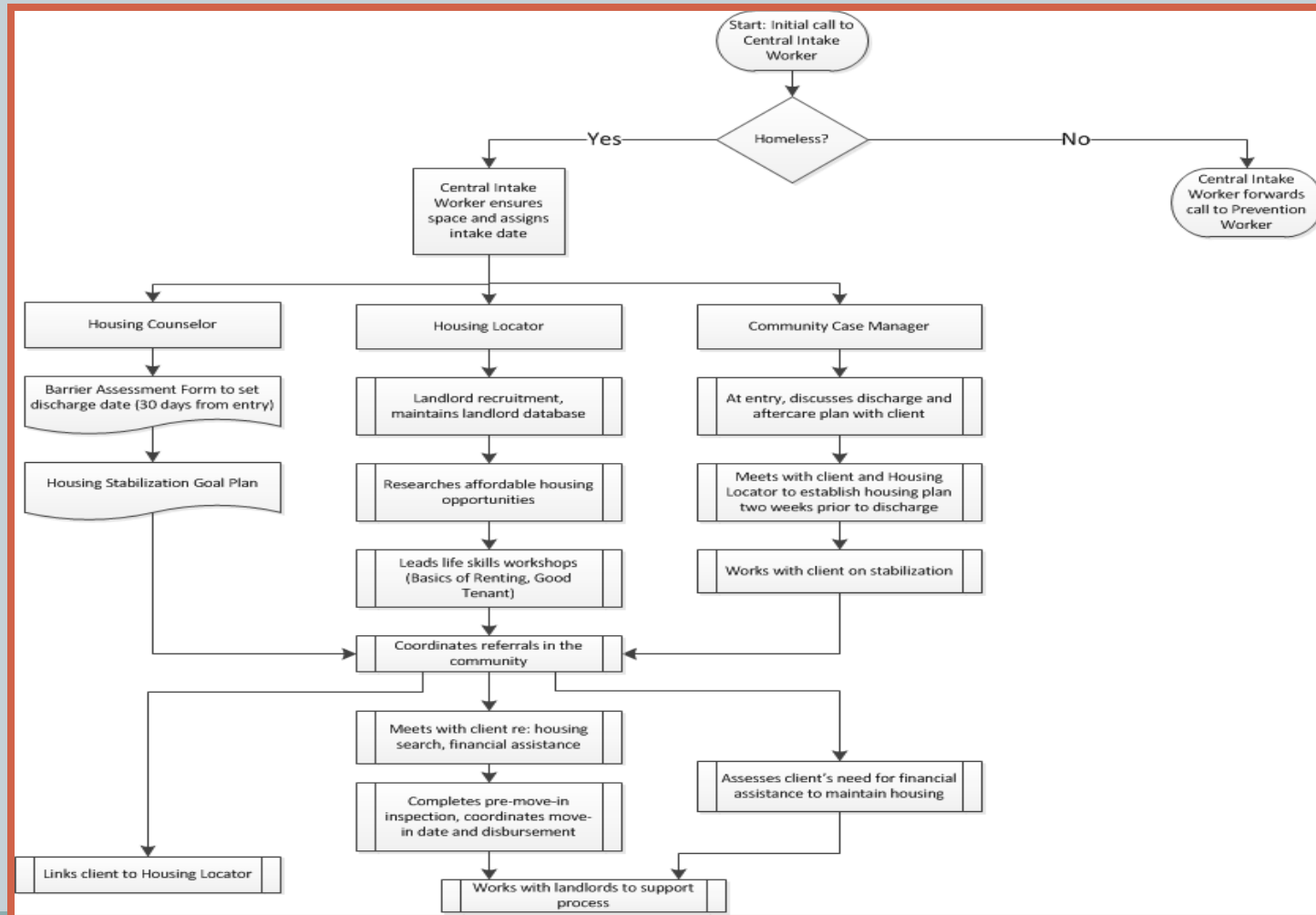
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- Moved away from punitive shelter system to a system focused on goals, needs and how quickly one can be housed.
- Clarified Roles: who is doing what and when (for workers and clients)
- Utilized rapid exit approach to services
- Determined discharge date at entry
- Utilized progressive engagement
- Assessed housing barriers and strengths
- Planned goals through Housing Stabilization Assessment
- Conducted regular team meetings and staff supervision on a weekly basis
- Learned from each other
- Celebrated the successes



Process Flow and Staff Roles

15



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Case Studies, Scenarios and Approaches

16

- Case study: FJ

Barrier	Solution
Cognitive impairments made full-time employment problematic	Found part-time job
Low household income	SERVE was able to get FJ's mother into shelter, increasing household income. FJ received: full security deposit, rental assistance, Soc. Sec. check
High utility bills	SERVE used RRH funds, private donations and assistance from local church groups to cover expense until FJ found job

Resistance: group activity and discussion

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- Break into Groups of 3- Pick one scenario
- Roles:
 - Housing Counselor
 - Supervisor
 - Observer
- Scenario:
 - You have a family who presents in shelter; Father, Mother, and child. No income, no benefits. How do you approach this situation from a Rapid Rehousing Framework?
 - A single male with addiction history, no income or benefits. How do you approach this situation from a Rapid Rehousing Framework?

Break Time: 10min

18

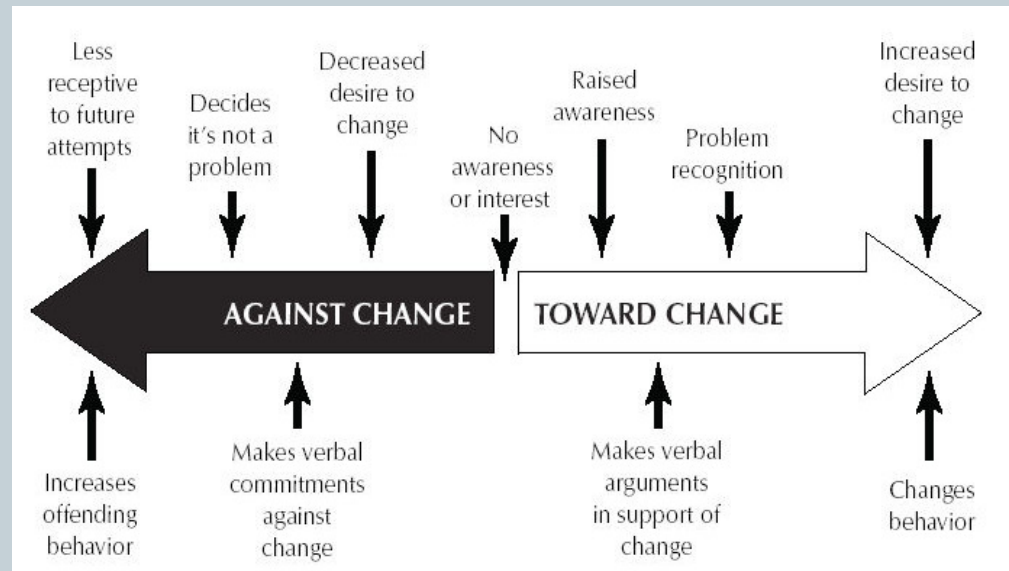


**KEEP
CALM
AND
TAKE A
BREAK**

Thoughts, Feelings, Process

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- Nesting
 - Clients
 - Workers
- Resistance
 - Strategies to overcome resistance
 - Teamwork
 - Challenges
 - Celebrating Success
 - Change talk
 - Motivational Interviewing



Our responses to resistance

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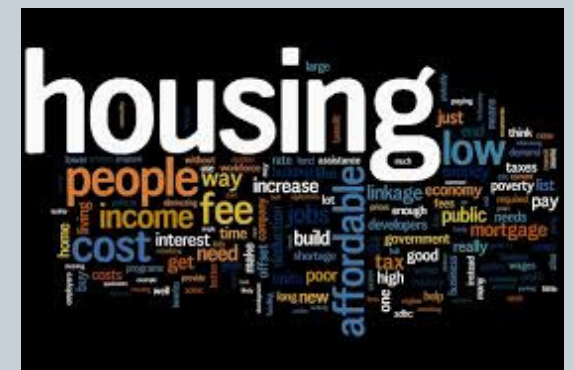
What was needed to make RRH work?

- Adapted forms to RRH forms
- Set discharge date at entry
- Case managers became housing focused
- Implemented housing location services
- Identified affordable housing
- Created shared housing solutions
- Provided ongoing support
- through community case management



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- Explored affordable rental options
- Engaged landlords (recruitment)
- Developed a network for the landlords and community partners to refer potential landlords to us
- Addressed high barriers that clients might have with potential landlords
- Ensured that landlord and (potential) renter understand terms of lease and, if issues arise, where both can get support.
- Provided clients with tools to be a good renter
- Safeguarded that all units were at a level of livable standards and complied with Fair Housing



Creative Housing Example #1

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A young, single woman, Olivia, moved from Pennsylvania and after a failed relationship, ended up living in the woods. Olivia came to the shelter and worked with her case manager to determine what kind of jobs she could get with her CNA. Olivia posted her resume on the website for the Prince William Area Agency on Aging. However, in order to be hired, she would need to get a background check. This check cost about \$12, which Olivia was unable to afford. Therefore, SERVE partnered with a local faith-based organization which assisted Olivia in getting her background check completed. Soon after that, Olivia was hired as a live-in nurse.

Creative Housing Example #2

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A new client, Grace, came to the shelter after an eviction, due to low wages and high rent. Grace was working at the local branch of a national bank, but was only working 30 hrs. a week, not enough to rent a Fair Market Rate one-bedroom apartment costing an average of \$1200 a month. Staff assessed Grace's employment history to determine if there was another bank location someplace in the country with cheaper rents. Since many national banks are headquartered in North Carolina, Grace began to focus her search there. It turns out Grace had an uncle living in North Carolina, and she was able to move in with him and get a job at another bank branch in the area.

Basics of Renting Class

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Provide client with tools to be a good renter

How is my money?

- | | • Yes | or | No |
|--|---------|----|----|
| • Do I have any money saved? | • _____ | | |
| • If yes, how much? | • _____ | | |
| • How much money do I need to save in order to rent? | • _____ | | |
| • How can I save money? | • _____ | | |

Basics of Renting Class, continued

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Assessment of skills and needs to guide client in his/her job search

How is my employment?

- | | | | |
|---|----------|-------------------------|----|
| • Am I working full-time? | • Yes | or | No |
| • Am I working part-time? | • Yes | or | No |
| • What wage am I earning? | • Hourly | _____ | |
| | • Annual | _____ | |
| • What marketable skills do I have? | • | _____
_____ | |
| • How can I find additional employment? | • | _____

_____ | |

Creative Housing Outreach

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Who we are

Northern Virginia Family Service (NVFS) is a private, nonprofit community service organization dedicated to helping individuals and families find new paths to self-reliance and brighter futures.

What we do

Nearly 33,000 individuals and families turn to us each year. We are a leader in providing case management, safe housing, counseling, medical and dental access, child care and development, affordable loans, foster and respite care and job training.

Our mission

To empower individuals and families to improve their quality of life and to promote community cooperation and support in responding to family needs.

Why we do it

We are here for those who have little or no hope.

Our values

We believe that families are at the heart of our society and need to be strengthened and preserved. Services should be affordable, accessible and of high quality. All people should have access to adequate housing, health care, food and clothing. Communities should be environments for families.



Northern Virginia
Family Service

In November of 2009, SERVE merged with NVFS in an agreement designed to further fortify the program's reach within the community.

Kimberly Davidson
Housing Locator
10056 Dean Drive
Manassas, VA 20110
Phone: (571) 748-2627
www.nvfs.org

Please contact your local zoning department for information on city or county regulations.

SERVE, a program of
Northern Virginia Family Service

Shared Housing



Is Shared Housing right for you?

Is your mortgage or rent too expensive?

Are your household expenses too high?


Do you need help with housework and personal care?

Do you have a spare room?

Consider our shared housing program as a possible solution.

Continued

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Shared	Housing	Program
<p>“As rental properties continue to escalate, the need for affordable housing continues to grow.”</p> <p>SERVE, a program of Northern Virginia Family Service, is reaching out to Homeowners of the community for shared housing opportunities.</p> <p>The concept of shared housing has been around for decades and offers an affordable housing solution to an unaffordable rental market.</p> 	<p><i>Homeowners, finding a tenant can be difficult ... Consider partnering with NVFS in our Shared Housing Program</i></p> <p>NVFS assists homeowners who are looking for renters and community members in need of affordable housing.</p> <ul style="list-style-type: none"> • Sharing your home with a renter means extra money in your pocket every month for mortgage payments, utility costs, and other household expenses. • Shared housing can provide a sense of security for someone living alone. • By making use of the extra space in your home, you can increase your income and help someone in our community who needs a place to live. 	<p>SERVE's Housing Locator seeks, establishes and maintains relationships with homeowners, landlords and other housing providers. Provides assistance with:</p> <ul style="list-style-type: none"> • Tenant screening. • Lease / Shared Room Rental Agreement preparation. • Life Skills training on “Basics of Renting”; “How to Be a Great Roommate”; “Landlord/Tenant Act”. • Post-placement support. <p>Call Kimberly Davidson, Housing Locator, at 571-748-2627 for more information on how you can participate in NVFS Shared Housing Program.</p>

RRH Fundraiser

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"Home For The Holidays"

Did you know that every night over 40% of the 92 SERVE Family Shelter beds are filled with children - that is about 37 children!

The PWC SERVE shelter has joined a state wide initiative to end family homelessness and has committed to rapidly re-house 50 families in 100 days during this holiday season.

Rapid re-housing is a strategy that has been successfully used by many communities to reduce homelessness. Today, most households become homeless as a result of a financial crisis preventing them from paying rent, or a domestic conflict that results in one member being ejected or leaving with no resources/plan for housing. Most households who become homeless have already lived in independent permanent housing, and they can generally return to and remain stably housed with limited assistance. Homelessness itself is associated with a host of negative outcomes that can be minimized by limiting the period of time people experience it. By helping homeless households return to permanent housing as soon as possible, communities have been able to reduce the length of time people remain in homeless shelters. This opens beds for others who need them, and reduces the public and personal costs of homelessness.

The greater Prince William area community of donors has always been extremely generous to SERVE shelter residents all year, but in particular during the holidays. This year we ask you to partner with us in this challenge - toys and clothes are quickly out grown, but a home can provide a life time of safety and security.

Instead of a contribution of gifts or a party consider the following and help us get every family home for the holidays!

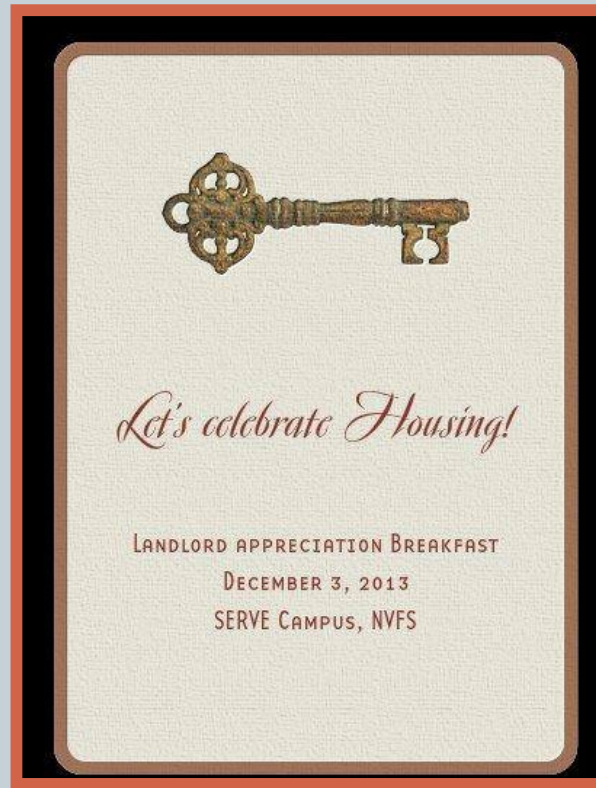
- * A financial contribution to our re-housing fund, used for first months rent and security deposits
- * Welcome Home baskets - with the basic necessities such as sheets, towels, shower curtains, housewares
- * A connection to a local property manager or landlord with an affordable unit to rent

If you would like more information about our rapid re-housing program, family homelessness in our community and how to help, please contact **Andrea Zych, Director of Housing** at 571.748.2601 azych@nvfs.org

8/26/2015

Celebrate Success

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Landlord breakfast hosted by Community Case Manager and Housing Locator

8/26/2015

Landlord Recognition

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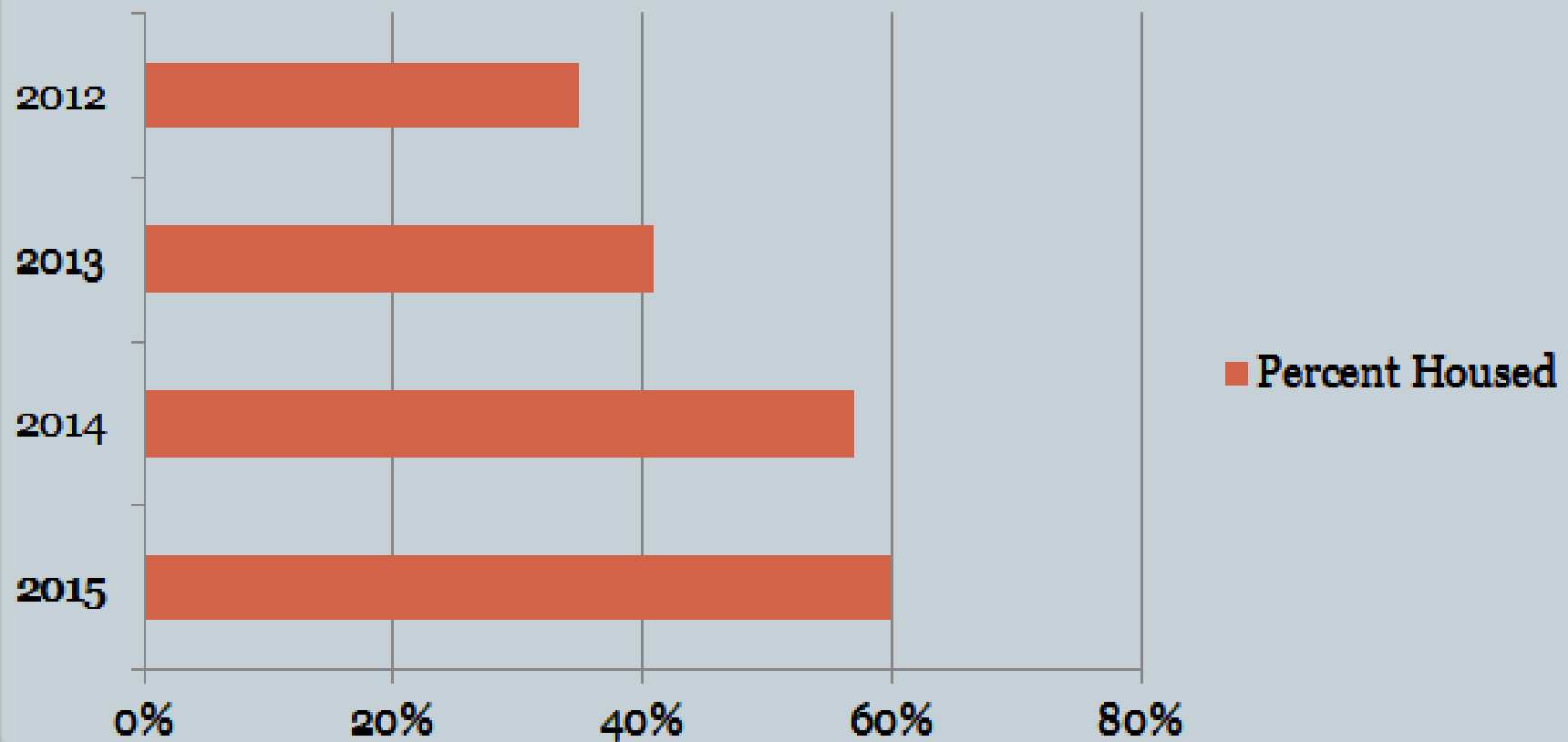


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Rapid Rehousing Success

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Percent Housed



Impact on our program?

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Families are moving back into the community and reestablishing ties.



From 245
days Shelter
Stay

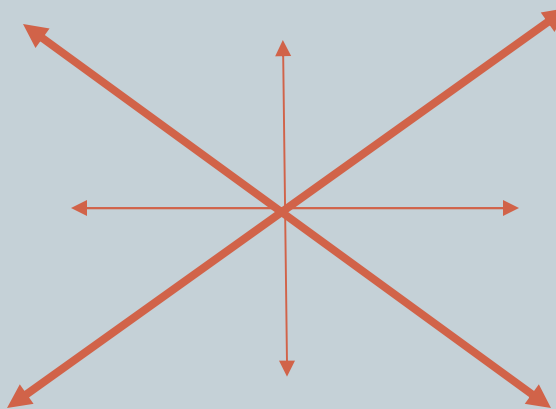


To an average 45
day stay in
shelter

Impact on the community?

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- **Broadening** our services on the SERVE campus—homeless and prevention programs for singles, families, and children
- **Expanding** our partnerships with other non-profits, government agencies, and faith organizations. **We cannot do this alone.**
- **Exploring** new funding streams and working with current funders on the needs of the community.
- **Converting** the NVFS transitional housing to affordable
- **Prevention is key...**



Expand
Explore
Evolve

The Ins and Outs

Lessons Learned

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- During FY15, the Housing Services Team accomplished several critical goals:
 - NVFS housing case managers obtained their Housing Counseling Certification through the National Association of Housing Counselors.
 - With this accomplishment, NVFS renamed the position of case manager “Housing Counselor,” which incorporates our mission of Rapid Rehousing and Housing First for all clients.
 - Additionally, NVFS recently received Rapid Re-Housing Certification from the National Alliance to End Homelessness. This certification demonstrates that NVFS met or exceeded benchmarks set to meet HEARTH objectives.
 - NVFS SERVE is one of two shelters in the state of Virginia to earn this certification, and the only shelter in Northern Virginia to do so.
 - In FY15, NVFS was awarded another contract [Gwen & Kim to provide details]

Thank you!

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Northern Virginia Family Service

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Direct: 571-748-2604

gmcqueeney@nvfs.org

❖ Kimberly Davidson, Housing Locator

Direct: 571-748-2627

kdavidson@nvfs.org